

USPTO
18304Frederick P. Fish
1855-1930W.K. Richardson
1859-1951**FISH & RICHARDSON P.C., P.A.**

March 18, 2004

3300 Dain Rauscher Plaza
60 South Sixth Street
Minneapolis, Minnesota
55402Telephone
612 335-5070Facsimile
612 288-9696Web Site
www.fr.com22387 U.S.PTO
10/804320

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Attorney Docket No.: 13906-142001 / 2003P00614US01

Mail Stop Patent Application

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Presented for filing is a new patent application claiming priority from a provisional patent application of:



BOSTON

DALLAS

DELAWARE

NEW YORK

SAN DIEGO

SILICON VALLEY

TWIN CITIES

WASHINGTON, DC

Applicant: JANAKI KUMAR, VENUPRIYA NADELLA, THORSTEN PRICKEN,
JODETTE KRUGER AND BRETT HAMNERTitle: CUSTOMIZATION OF AN INTERACTION CENTER MANAGER'S
GRAPHICAL DASHBOARD

Enclosed are the following papers, including those required to receive a filing date under 37 CFR §1.53(b):

	<u>Pages</u>
Specification	20
Claims	4
Abstract	1
Declaration	3
Drawing(s)	16

Enclosures:

- New disclosure information, including:
Information Disclosure Statement, 1 page.
PTO-1449, 1 page.
References, 4 items.
- Postcard.

Under 35 USC §119(e)(1), this application claims the benefit of prior U.S. provisional application 60/496,164, filed August 18, 2003.

Basic filing fee	\$770
Total claims in excess of 20 times \$18	\$0
Independent claims in excess of 3 times \$86	\$86
Fee for multiple dependent claims	\$0
Total filing fee:	\$856

CERTIFICATE OF MAILING BY EXPRESS MAIL
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Page 2

A check for the filing fee is enclosed. Please apply any other required fees or any credits to deposit account 06-1050, referencing the attorney docket number shown above.

If this application is found to be incomplete, or if a telephone conference would otherwise be helpful, please call the undersigned at (612) 335-5070.

Kindly acknowledge receipt of this application by returning the enclosed postcard.

Please direct all correspondence to:

32864

PTO Customer Number

Respectfully submitted,



Raymond R. Berdie
Reg. No. 50,769
Enclosures
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